

**MAINE EMS  
INVESTIGATIONS COMMITTEE MEETING  
WEDNESDAY, SEPTEMBER 7, 2005  
DE CHAMPLAIN CONFERENCE ROOM, AUGUSTA  
RATIFIED BY THE MAINE EMS BOARD OCTOBER 5, 2005  
MEETING MINUTES**

**Present:** Carol Pillsbury – Chair, Steve Leach, Rick Doughty, Paul Knowlton

**Staff:** Drexell White, Dawn Kinney

**AAG:** Laura Yustak Smith

**Guests:** **Licensee – Case # 03-19**  
**Dana Strout, Esq.**

**1. Call To Order:** The meeting was called to order at 10:00 a.m.

**2. Applications - None**

**3. Investigations**

**Case 03-19 – Review Proposal**

Licensee and Licensee's legal counsel were present to discuss terms of a consent agreement to resolve case number 03-19.

The parties discussed the February 7, 2005 letter from Maine EMS attorney Laura Yustak Smith to licensee's attorney that outlined the preliminary findings regarding violations committed by Licensee. Also reviewed was the August 19, 2005 letter from licensee outlining a proposed plan to resolve the violations and investigation as a result of the discussion. The following terms of the consent agreement were identified:

- The term of the consent agreement shall be three years
- The violation concerning advertising will be noted in the consent agreement, however, it will also be noted that Licensee as corrected this violation.
- Licensee will conduct a documentation class for the services personnel within three months of the execution of this consent agreement. The documentation class will be a Maine EMS approved continuing education program
- Required changes to the dispatch program will be noted, as well as changes already made by licensee. The dispatch form will be changed to include to whom a call is referred. Recordings and logs will be available to Maine EMS upon request
- The quality assurance plan for the service will be as follows:
  - 100% quality assurance review for a three-month period by an outside quality assurance person approved by Maine EMS and paid for by Licensee
  - 100% quality assurance review for three months by the outside quality assurance person and service QA personnel
  - 100% quality assurance review for three months by Licensee's quality assurance personnel
  - Quarterly QA reports to Maine EMS during the term of the agreement
  - A three-month review of 25% of run reports at 2.5 years after the consent agreement execution.

The final issue to be discussed concerned the fines. Licensee's attorney requested that licensee be allowed time to compile the costs associated with this investigation and the investment that licensee has made in correcting violations. The committee agreed to the request and will continue the discussion at next month's meeting.

**4. Next Meeting**

The next meeting is scheduled for October 5, 2005 after the Maine EMS Board meeting providing that MEMS staff has any items for the agenda.

**3. Adjourn** – The meeting was adjourned at 3:17 p.m.

Respectfully submitted,

Drexell White, EMT-P

Licensing Agent